

### **Senior Claims Examiner – Professional Lines (Professional Indemnity & Management Liability)**

Sompo International Holdings Ltd. (Sompo International) is a global specialty provider of property and casualty insurance and reinsurance. Sompo International companies are wholly owned subsidiaries of Sompo Holdings, Inc., whose core business encompasses one of the largest property and casualty insurance groups in the Japanese domestic market.

Through our operating subsidiaries, Sompo International underwrites agriculture, professional lines, property, aviation, marine and energy, financial and political risks and casualty and other specialty and catastrophe lines of insurance and reinsurance. Headquartered in Bermuda, we currently also have offices in the United States, the United Kingdom, Continental Europe, Latin America, the Middle East and Asia.

Sompo International is a company driven by its core values, a carrier that holds promise, trust and the commitment to protect at the center of everything we do. We recognize that our success is derived directly from those who matter most: our people. Our culture is defined by a commitment to integrity, teamwork, agility, execution, and excellence; and we strive to create exceptional value for our clients and shareholders and maintain Sompo International as a desirable place to work.

#### **Responsibilities include:**

- Confidently and competently handling all aspects of complex, multi-faceted domestic and international Professional Indemnity and Management Liability claims, including:
  - Examining claim data and underwriting documentation to ascertain validity of losses notified against cover provided and establish premium payment status
  - Undertaking claim handling obligations responsibly, thereby preserving and protecting Sompo International's image as a respected leading underwriting entity
  - Establishing, reviewing and updating appropriate resolution in a timely manner
  - Negotiating settlements and authorising claim payments in a timely manner to meet the levels of service expected by the market, our customers and other stakeholders
  - Confidently driving the Watchlist process and understanding the importance of IBNR
  - Ensuring their files are adequately documented and fully up to date at all times
- Managing and monitoring the performance of service providers (including Coverholders, ceding companies, TPAs, panel lawyers and loss adjusters) and other Insurers and reporting on their compliance or otherwise with terms and conditions of risks written and their overall claims handling service.
- Recognising contentious issues, large or unusual claims and trends/patterns and where appropriate, informing claims, underwriting and actuarial management of the same
- Conducting regular reviews of the claim portfolio to assess the adequacy of reserves being carried.
- Attending and leading internal claim meetings, market meetings and seminars and to represent the company as and when required.
- Discussing their claims with Underwriters and actuaries and explaining their strategic and reserving decisions on losses of significant value and losses with issues of note where appropriate.
- Ensuring that appropriate 'soft skills' are utilised in order to communicate with people internally and externally in an effective and professional manner.

#### **Desired Skills & Experience:**

The candidate needs to:

- Be extremely technically proficient and have a proven record of successfully handling complex, multi-faceted Professional Indemnity and Management Liability claims
- Have an excellent understanding of the insurance industry, particularly the London and Lloyd's insurance markets and their claims systems (e.g. ECF2, the IMR and Writeback)
- Be an effective and efficient communicator both orally and in writing
- Be willing to support/develop junior members of the team and advance/enhance their technical skills
- Actively participate/contribute in discussions around claims trends and patterns within the claims team and with underwriters and actuaries
- Support managers, in advancing Sompo business-wide goals
- IT/PC skills to include Word, Excel and Powerpoint
- Adhere to existing procedures and think of creative and efficient ways of streamlining processes and procedures
- Be able to network and establish relationships effectively with brokers, service providers and internal stakeholders

It would be desirable for the candidate to:

- Have experience of handling Financial Institutions and/or Cyber claims
- Have a legal background/qualifications
- Speak more than one language

*Sompo International offers a competitive compensation and benefits package commensurate with experience.*

*Sompo International is an equal opportunity employer committed to a diverse workforce.*

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